



# Municipal Payment Portals

Features and Comparisons

**Online payments of Town bills and fees streamline the process for both residents and Town employees**



## COMPANIES CONTACTED:

- **Municipay** [autoagent.com/solutions/government/municipay/](https://autoagent.com/solutions/government/municipay/)

# HOW IT WORKS

- **A link on Town website takes residents to a custom payment site**
- **Customers navigate to the type of payment they wish to make**
- **Accepts online payment of property taxes, permit fees, water and sewer bills, dog licenses, etc.**
- **Also accepts in-person card payments**
- **Allows for manual input of check payments (mail-in/in-person)**
- **Data can be easily imported into Town accounting software**

<b>COMPANY</b>	<b>TYPES OF PAYMENT ACCEPTED</b>
<b>MUNICIPAY</b>	<b>Credit cards, debit cards, ACH, e-checks</b>
<b>GOVT PORTAL</b>	<b>Credit cards, debit cards, ACH, e-checks</b>
<b>HEY GOV</b>	<b>Credit cards, debit cards, ACH, e-checks</b>

<b>COMPANY</b>	<b>IN-PERSON PAYMENT WITH CARDS</b>
<b>MUNICIPAY</b>	<b>Yes, with purchase of card reader (\$199)</b>
<b>GOVT PORTAL</b>	<b>Yes, with one free card reader (second reader must be purchased)</b>
<b>HEY GOV</b>	<b>Yes, with purchase of card reader (\$300)</b>

<b>COMPANY</b>	<b>TRAINING &amp; SUPPORT</b>
<b>MUNICIPAY</b>	<b>Staff training via phone with acct. rep, customer support call center</b>
<b>GOVT PORTAL</b>	<b>Staff training via phone with acct. rep, customer help line</b>
<b>HEY GOV</b>	<b>24/7 tech support, online training, email support</b>

<b>COMPANY</b>	<b>SOFTWARE INTEGRATION</b>
<b>MUNICIPAY</b>	<b>Software agnostic. Import files into Quickbooks and others</b>
<b>GOVT PORTAL</b>	<b>Software agnostic. Import files into Quickbooks and others</b>
<b>HEY GOV</b>	<b>Software agnostic. Import files into Quickbooks and others. Integration fee involved</b>

<b>COMPANY</b>	<b>PRICING</b>
<b>MUNICIPAY</b>	<b>Free to Town. 3% convenience fee to customers using online payment. (Online payment is optional)</b>
<b>GOVT PORTAL</b>	<b>Free to Town. 3% convenience fee to customers using online payment. (Online payment is optional)</b>
<b>HEY GOV</b>	<b>\$3000 annual fee to Town. 3% convenience fee (goes to Stripe - 3rd party) to customers using online payment. (Online payment is optional)</b>

# NEXT STEPS:

- 1) No RFP needed if portal is free to the town**
- 2) Board reviews proposals with staff input**
- 3) Supervisor signs agreement**
- 4) 3-4 week implementation period**

**Thank you!**